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Care professionals across the country have been asking us for a way to learn more from Clint Maun beyond just the various speaking engagements they may have attended in their specific locales. In response to this overwhelming demand, Clint has created the **Care Crowd VT**, a growing community of care professionals like you who share a *deep passion and commitment* for taking care to the **next level of excellence**.

Care Crowd VT is your virtual training access point to Clint's™ wealth of solution-oriented, team-based approaches to improving care nationwide. Furthermore, it is affordable for **any** care organization of **any size** to take advantage of this fantastic training value. For less than **\$1.65 per day** (even less if you are a *LeadingAge member*), **all of the employees** at your facility (including future new hires during the 3-year site license period) can have unlimited access to Clint's™ humor, experience and wisdom to help your organization **Improve Care from Within!**



Ready to learn more?

You can now try out the training first-hand with a **Free Trial!**

Visit the Care Crowd VT website today and enjoy a **free 2-week trial** so you can see for yourself how easy, yet very powerful, this training can be. *Imagine all your organization's staff being on the same page in providing the best care to your customers! Better still, at only pennies per day, **you can't find better***

training for your budget! Add on the fact that Administrators can even get **4.5 CEU credits via NAB** and the *value goes through the roof.*

Facility by facility, care professional by care professional, **Care Crowd VT** is amassing a large, vital community of people who strive to change the face of care **from within**, rather than wait for the various *external forces* to magically align for positive change. **Become a Care Crowd member today!**



Employees Matter

4 Easy Ways to Stay Motivated

It's probably safe to say that most healthcare professionals get a great sense of satisfaction and meaning out of their work. From food service to housekeeping to physicians—all members of the healthcare continuum contribute to helping patients feel better and making them as comfortable as possible. However, this isn't to say that healthcare professionals never lack motivation. Indeed, we're all human, and sometimes the daily and stressful grind can leave us feeling drained and unmotivated.

Here are four ways you can help ensure you don't lose your driving force, and rather always feel satisfied and motivated with your job.

- **Identify what you need to accomplish and keep track of it.** Work is most motivating when it's clear what, exactly, you're accomplishing. After all, how great does it feel when you know you've crossed every item off your list? On the other hand, nothing is worse than working all day and thinking "What did I even do today?" At the end of each day or week, make an

accomplished list that details everything you've completed. Seeing your productivity and achievements on paper will give you an instant feeling of gratification and motivation.

- **Recognize that you make a difference.** Another key to staying motivated is acknowledging that the work you're doing makes an impact on your patients and organization. Take a moment to reflect on how you made a patient smile or how your efforts make the organization run smoothly. Added bonus—recognizing and keeping track of how you make a positive difference comes in really handy at review time!
- **Try to change it up.** Doing the same old repetitive work at the same time day after day, is not so stimulating. But when you're engaging lots of different skill sets, chances are you'll feel more refreshed and motivated. Try to structure your days so that you're working on different tasks (and thus, making use of different skills) throughout the day.
- **Ask for feedback.** Receiving regular feedback on your work can help you see the difference that your work is making. On the contrary, if you don't know how you're performing, it's easy to lose steam. Ask your manager for recurring check-in meetings. Let him/her know that you'd like to use the time to check in on your progress, and that you'd love honest feedback.

“Either you run the day or the day runs you.”
—Jim Rohn



The Leading Edge

Bringing Entertainers into Your Facility? What to Look For

Introducing entertainers such as comedians, magician, or clowns into a healthcare setting is a fantastic way to brighten up a patient's day. Perhaps more importantly, if it's done correctly, introducing an entertainer into your facility can actually help empower patients. Here's how you can help make sure any entertainer that visits your facility helps to make the most of the experience:

- **Always ask for permission first.** Patients should always be the ones calling the shots. This is the first step in helping them feel empowered. Any entertainer should always ask permission before entering the patient's room. If the patient says *no*, that's ok. Not everyone is in the mood for light-hearted entertainment when they're ill or just not up to it. The point is to give them the decision-making power right from the start.
- **Engage and involve them.** Great entertainers know that they must engage their audience in order to make their performance meaningful. In a healthcare setting, participation is a prime vehicle for lifting a patient's spirits. If they're part of the act, they will view themselves as contributors—the act

wouldn't be successful without them! Again, permission should always be asked first. Patients shouldn't be forced into participating if they don't feel comfortable with it.

- **Remember that patients are the star performers.** Look for and recruit entertainers who acknowledge that the star of the show is the patient; not them. Entertainers who will make patients feel empowered will always maintain this philosophy. The show shouldn't be about the entertainer and all he/she can do, but rather, how what he/she can do can make patients feel happy and cheerful.

"Life is 10% what happens to you and 90% how you react to it."
—Charles R. Swindoll



News You Can Use

Computerized Order-Entry Systems Routinely Fail to Detect Errors, Report Shows

According to a recent report from the Leapfrog Group, computerized systems meant to limit drug mishaps still routinely fail to detect harmful and even fatal medication orders. Computerized provider order-entry systems (CPOE) failed to flag nearly 2 out of every 5 incidents where the wrong drug was prescribed, the incorrect dosage was requested or follow-up reminders failed to appear.

The not-for-profit healthcare quality improvement organization surveyed 1,750 U.S. hospitals on their use of CPOE technology and the data was analyzed by the health information technology vendor Castlight Health. While only 384 hospitals reported using computerized medication ordering systems in 2010, the number jumped to 1,300 in 2014, according to previous Leapfrog estimates. Nearly all hospitals reported using CPOE in 2015.

The widespread adoption is attributed in large part to the federal incentives for using electronic health records. As of October 2015, more than 479,000 healthcare providers received payments for participating in the CMS' HER incentive programs.

While the CPOE technology has proved beneficial, it is not devoid of challenges. These include usability issues, such as the potential for selecting the wrong item from drop-down menus or having too many alerts, which providers soon realize they can override.

Leapfrog urges hospitals to order at least three-fourths of their medications using the CPOE systems and establish protocols that alert physicians to at least half of the most common prescribing errors.

"With the new day comes new strength and new thoughts."
—Eleanor Roosevelt



When Managers Donâ€™t Have Nice Things to Say

These comments about employees will make you chuckle (unless theyâ€™re being written about you!)

â€œSince my last report, this employee has reached rock bottom and has started to dig.â€

â€œWorks well when under constant supervision and cornered like a rat in a trap.â€

â€œHe would be out of his depth in a parking lot puddle.â€

â€œThis employee is depriving a village somewhere of an idiot.â€

â€œThis employee should go far, and the sooner he starts, the better.â€

â€œHe brings a lot of joy whenever he leaves the room.â€

â€œIf you gave him a penny for his thoughts, youâ€™d get change.â€

â€œThe wheel is turning, but the hamster is dead.â€



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